# *CaseViewNet® Linksys® E1200 Router Guide*

Stenograph®

www.stenograph.com

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# *Introduction*

WiFi wireless communication provides secure wireless realtime communication to CaseViewNet®. Using a wireless access point, you can communicate wirelessly between your computer running Case CATalyst® version 8.20 or higher and the client computers using CaseViewNet.

The wireless access point (AP) connection can be secured using encryption and passphrase protection. During wireless configuration, you create an optional passphrase that allows access to the wireless AP. The range for the wireless connection is approximately 300 feet, depending on wall construction.

### *Connection Requirements*

- Case CATalyst version 8.20 or higher.
- CaseViewNet activation certificate installed on the Case CATalyst realtime computer.
- Case CATalyst computer with WiFi enabled.
- CaseViewNet client computers with WiFi enabled.

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# *WiFi Wireless Router Configuration*

Chapter 2, *WiFi Wireless Router Configuration*, provides detailed instructions to configure the Linksys® E1200 router, create a network name and set an optional passphrase for secured wireless connection. It is important to follow only the steps outlined in these instructions to configure the connection between your Case CATalyst 8.20 or higher computer and the Linksys E1200 router. Manufacturer instructions packaged with the Linksys E1200 router do not apply to the Case CATalyst and CaseViewNet client connection.

To change the network name, security mode or security passphrase after successfully completing router configuration, it is necessary to reset the router and repeat the router configuration instructions using the new network name, security mode or security passphrase. See *Router Reset* on page 37.

Internet communication is accessible by connecting a cable between your Internet modem and the Internet port on the Linksys E1200 router. This cable connection is in addition to the network cable connection made between your computer and the Linksys E1200 router. See the router user guide or the Linksys website for additional information.

## *Network Security*

Setting a security mode for your wireless network is optional. A security mode provides a secure connection for your wireless network with passphrase (password) protection. Clients may see your network in their list of available wireless networks but they are unable to log onto the network unless you provide them with the security passphrase. Setting a security mode ensures that other programs and files are secure. Without a security mode, your wireless network is accessible to anyone within the connection radius but a CaseViewNet password is still required to receive and view the realtime data.

The CaseViewNet realtime data stream is always secure. CaseViewNet communicates with Case CATalyst over any network connection without any file sharing or opening of special ports. CaseViewNet clients receive a personal 1024-bit SSL Certificate signed by Stenograph. All data transferred between the Case CATalyst server and CaseViewNet is securely encrypted with AES-256 over the SSL connection established with this certificate. A CaseViewNet password is necessary for any client to view the Case CATalyst realtime feed.

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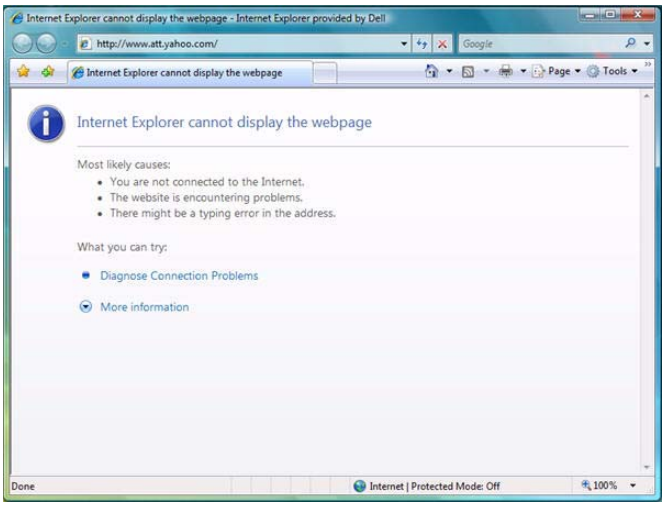
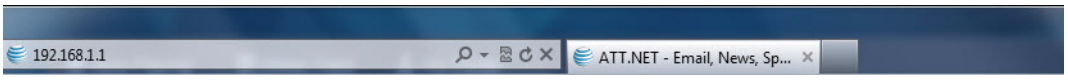
# *Configure the Router*

To configure the Linksys E1200 router:

1. Disable the built-in WiFi, wireless capability, on your computer. A switch or access to your computer vendor's application may be required. If Windows® does not manage the wireless networking on your computer, a message displays. For additional information, refer to the user guide for your computer or contact the computer manufacturer.
2. Plug the Linksys wireless router power cord into a wall outlet or power strip and then plug the other end of the power cord into the router. The router is on when the I/O indicator light on the back displays a steady green.
3. Locate the network cable, packaged with the Linksys wireless router. Plug one end of the network cable into Ethernet 1 (blue) port of the router and plug the other end of the network cable into your network port or NIC card on your computer.
4. Open your Internet browser. In a few seconds, a message displays indicating that Internet Explorer cannot display the web page. Depending on the Browser being used, the appearance of the page may be different.


Internet Explorer cannot display the webpage - Internet Explorer provided by Dell
http://www.att.yahoo.com/
Google
Internet Explorer cannot display the webpage
Page
Tools
Internet Explorer cannot display the webpage
Most likely causes:
You are not connected to the Internet.
The website is encountering problems.
There might be a typing error in the address.
What you can try:
Diagnose Connection Problems
More information
Done
Internet | Protected Mode: Off
100%

5. In the *Address* line of your Internet browser, type the following: **192.168.1.1** and click **Go,** , or press **Enter**.





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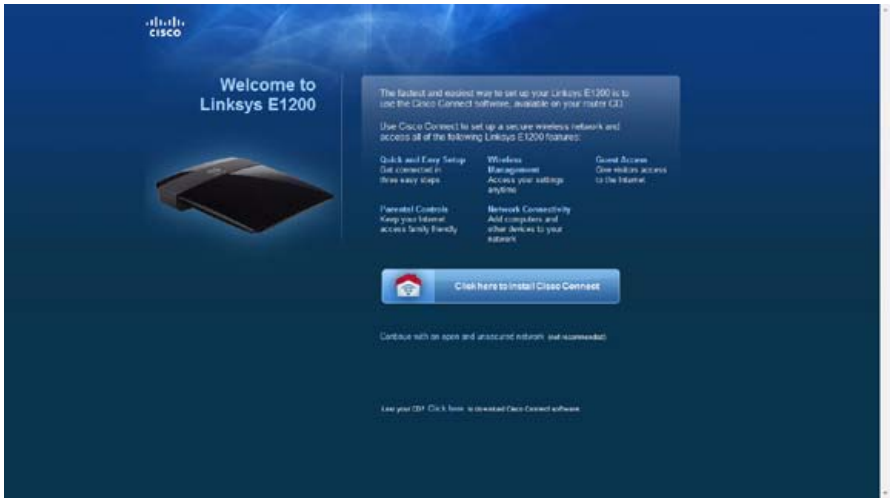
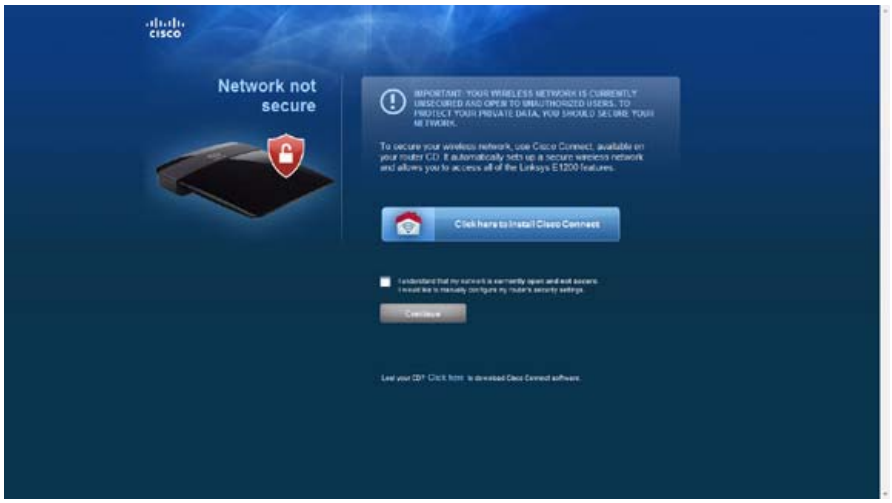
6. In a few seconds, the “Welcome to Linksys E1200” screen displays.




7. Click **Continue with an open and unsecured not (not recommended)**. The “Network not secure screen” displays.




8. Check the box, I *understand that my network is currently open and not secure. I would like to manually configure my router’s security settings*.

9. Click **Continue**. The “Windows Security” dialog box may display if you wait for an extended period of time before entering information.

Windows Security
The server 192.168.1.1 at E1200 requires a username and password.
Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).
User name
Password
Remember my credentials
OK
Cancel

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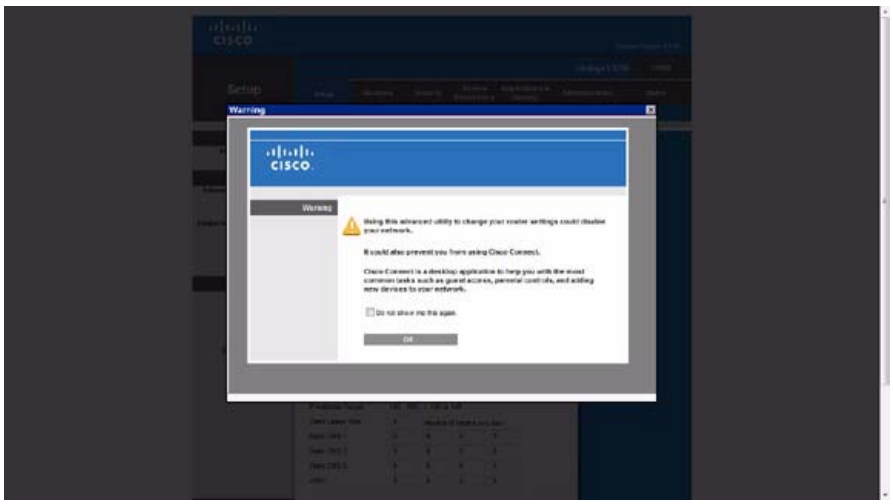
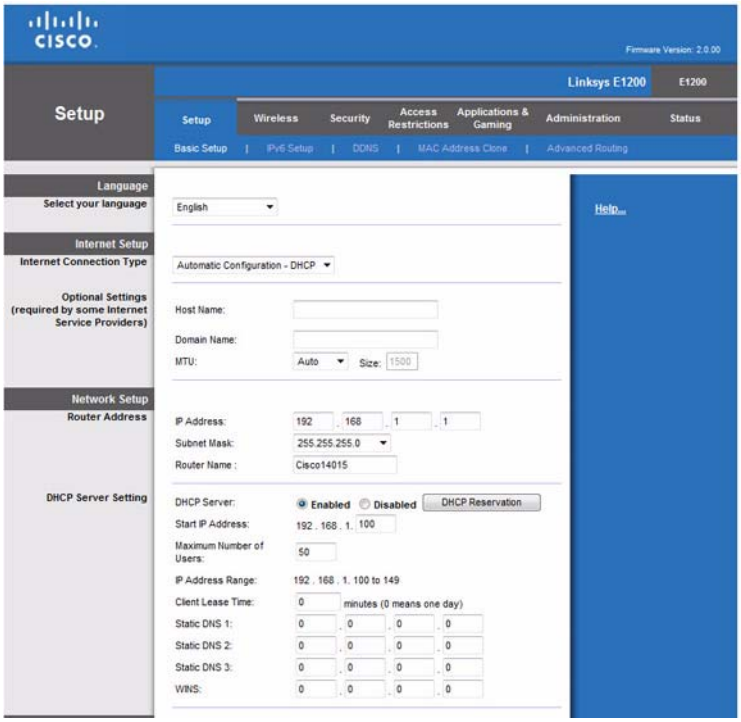
10. Leave the *User name* field blank. In the *Password* field, type admin and press **Enter** (**OK)**. A warning message similar to the following displays. The message text may vary.




11. Click **OK**. The “Setup” screen displays.




12. Click **Wireless** in the menu bar at the top of the screen.

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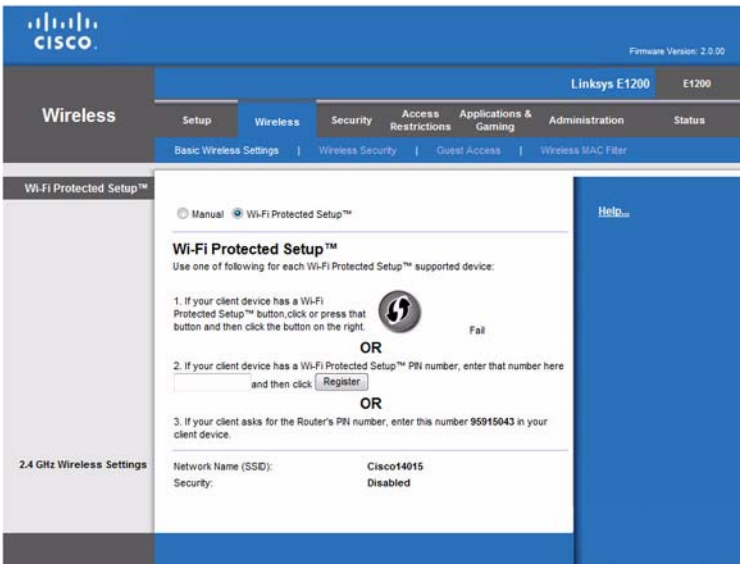
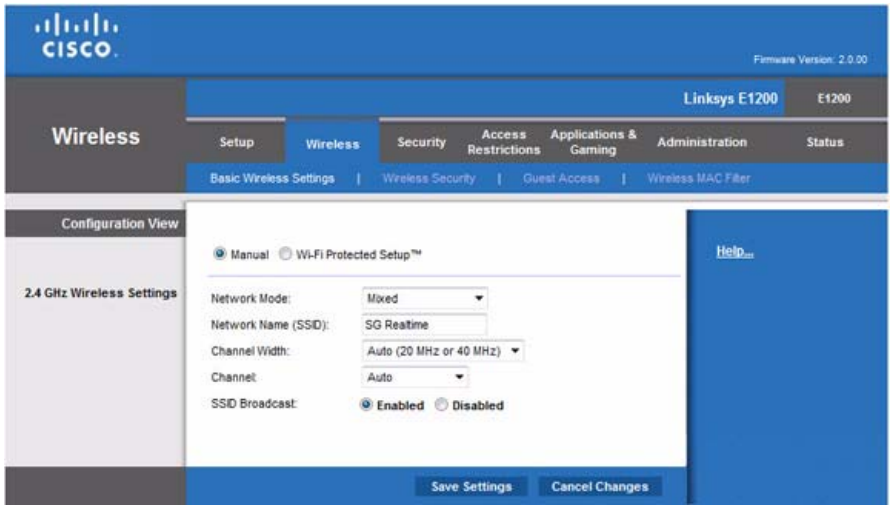
13. The “Wireless, WiFi Protected Setup” screen displays.


Firmware Version: 2.0.00
Linksys E1200
E1200
Wireless
Setup
Wireless
Security
Access Restrictions
Applications & Gaming
Administration
Status
Basic Wireless Settings | Wireless Security | Guest Access | Wireless MAC Filter
Wi-Fi Protected Setup™
Manual
Wi-Fi Protected Setup™
Help...
Wi-Fi Protected Setup™
Use one of following for each Wi-Fi Protected Setup™ supported device:
1. If your client device has a Wi-Fi Protected Setup™ button, click or press that button and then click the button on the right.
Fail
OR
2. If your client device has a Wi-Fi Protected Setup™ PIN number, enter that number here and then click Register
OR
3. If your client asks for the Router's PIN number, enter this number 95915043 in your client device.
2.4 GHz Wireless Settings
Network Name (SSID):
Cisco14015
Security:
Disabled

14. Click **Manual**. The “Wireless, Configuration View” screen displays.




15. In the *Network Name (SSID)* field, type a name for your wireless network. Spaces are not allowed. You may want to use your name, initials or a combination. This is the name your clients use to establish a wireless connection with your network. Using a unique name makes it easy for your clients to identify your network.

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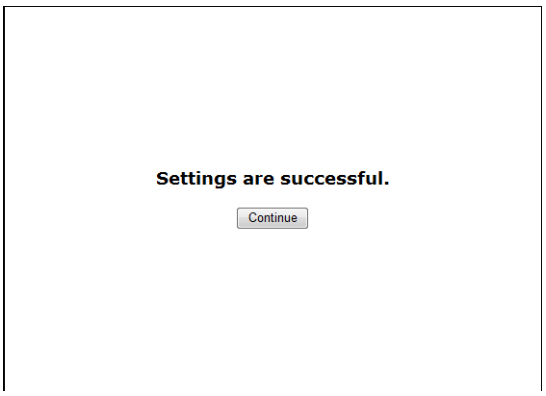
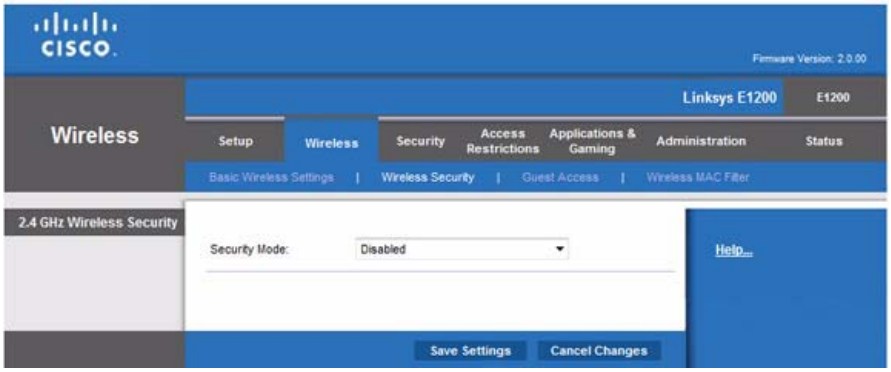
16. Click **Save Settings** at the bottom of the screen. Click **OK** at the confirmation message. The "Settings are successful screen" displays.




17. Click **Continue**. The "Wireless" screen redisplays. On the Wireless menu, select **Wireless security**.

18. The "Wireless, 2.4 Wireless Security" screen displays.




### *Network Security with CaseViewNet*

The CaseViewNet realtime data stream is always secure. CaseViewNet communicates with Case CATalyst over any network connection without any file sharing or opening of special ports. CaseViewNet clients receive a personal 1024-bit SSL Certificate signed by Stenograph. All data transferred between the Case CATalyst server and CaseViewNet is securely encrypted with AES-256 over the SSL connection established with this certificate. A CaseViewNet password is necessary for any client to view the Case CATalyst realtime feed.

### *Setting a Security Mode*

Setting a security mode for your wireless network is optional. A security mode provides a secure wireless network using passphrase protection. Other computers can only access your network by using the designated passphrase. Others may see your network in their list of available wireless networks but are unable to log onto the network without the passphrase. When a security mode is not selected, your wireless network is accessible to anyone within the connection radius.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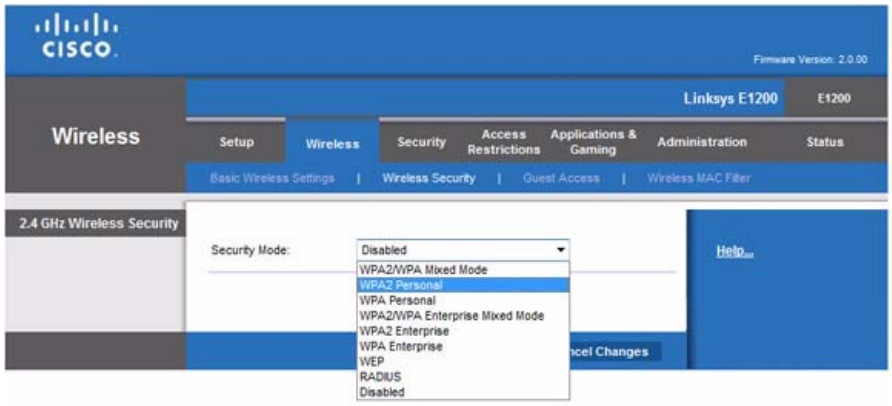
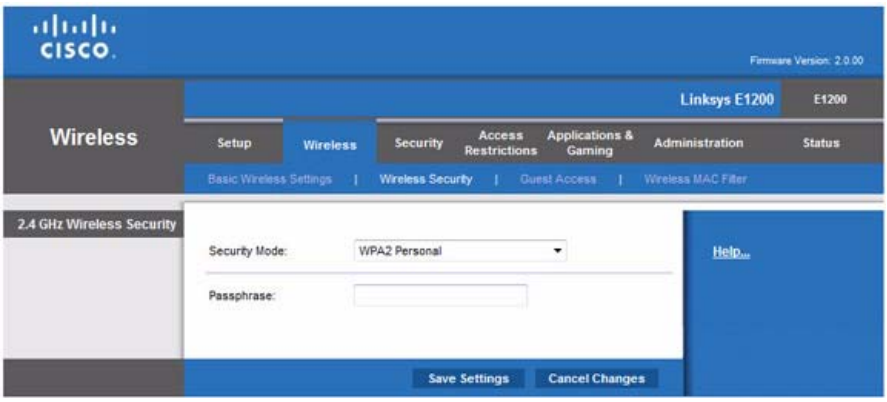
A security mode requires CaseViewNet clients to enter a network passphrase to connect to your wireless network in addition to using their designated CaseViewNet password to connect to the realtime feed. The CaseViewNet password, set in Case CATalyst, determines the client's view and save rights. See *Case CATalyst Setup for CaseViewNet* on page 26.

19. Do one of the following:

    - *Bypass setting a security mode*: Ensure **Disabled** is selected in the drop down box.
    - *Set a security mode*: in the Security Mode field, click the down arrow and select a security mode from the list. Stenograph recommends **WPA2 Personal**.




Field for the security mode display on the screen.




In the *Passphrase* field, type a unique word or phrase for access to your wireless network. The passphrase must contain a minimum of eight characters and is both case and space sensitive.

To establish the secure wireless connection, you must type the selected passphrase on your computer and on the Diamante using the exact same spacing and case for each letter as it is entered in the *Passphrase* field. If you are using this router to output to CaseViewNet via a network, your clients must also type the passphrase on their computers in order to connect to your wireless network. Use finger spelling to enter the passphrase on your Diamante.

If you select a security mode other than WPA2 Personal and are using file sharing with the router, Stenograph strongly recommends you create a strong passphrase consisting of letters, numbers and at least one punctuation character.

20. Click **Save Settings** at the bottom of the screen. The "Settings are successful screen" displays.

21. Click **Continue**. When the "Wireless Security" screen redisplays, close the window.

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22. Disconnect the network cable from your computer and the router. Your computer may display a message indicating the Local Area Connection network cable is unplugged. No action is necessary.
23. **Turn On the built-in wireless capability on your computer**.
24. Test the router to ensure wireless connection. See *Establish CaseViewNet Connection* on page 25 for details on connecting your WiFi wireless communication.


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# Connect to Your Wireless Network

Chapter 3, *Connect to Your Wireless Network*, provides detailed information on connecting your Case CATalyst or CaseViewNet client computer to your wireless network for the first time or when Windows does not automatically connect to your network. You must first complete the router configuration on your Case CATalyst system before you are able to establish a wireless network connection. See *WiFi Wireless Router Configuration* on page 7.

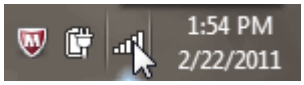
## Establish WiFi Network Connection

Connect to your wireless WiFi network. Complete the instructions outlined for your computer's particular operating system. This is the network identified during router configuration. After your first connection, Windows automatically connects to your wireless WiFi network if it was the last connected network, it is set as default or it is the only available network in range.

Once you establish connection to your wireless WiFi network, connect to Case CATalyst and establish CaseViewNet connection for your clients. See *CaseViewNet Client Connection* on page 29.

## Windows 7

1. Verify the router is On. The router is on when the I/O indicator on the back displays a steady green.
2. Turn on your Case CATalyst computer and wait until it is fully booted.
3. Verify the wireless capability on your computer is enabled.
4. Click the Wireless icon in the SysTray in the bottom right corner of your computer screen.

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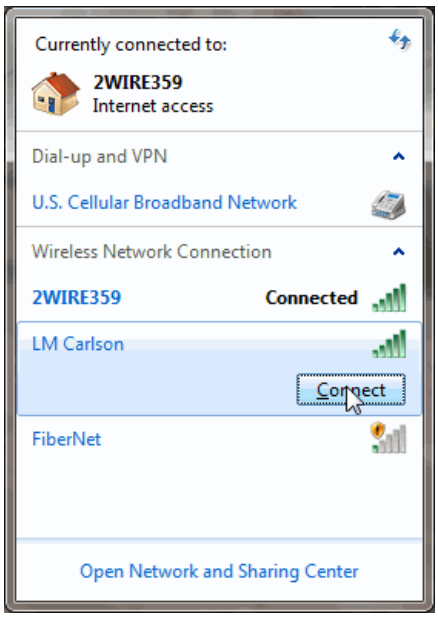
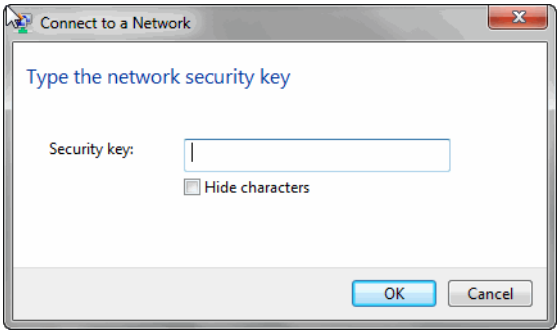
5. In the “Connections are Available” dialog box, click your wireless network name and then click **Connect**.




6. The “Connect to a Network” dialog box displays if you selected to use a security mode. If you did not select a security mode, this screen does not display. Continue to the next step.




In the *Security key* field, type the passphrase created during router configuration and click **OK**. Windows 7 automatically connects to your wireless network after your first connection if your network is the last connected network on the computer, your network is set as default or your network is the only available network in range. If you need to manually connect, you will only need to click Connect.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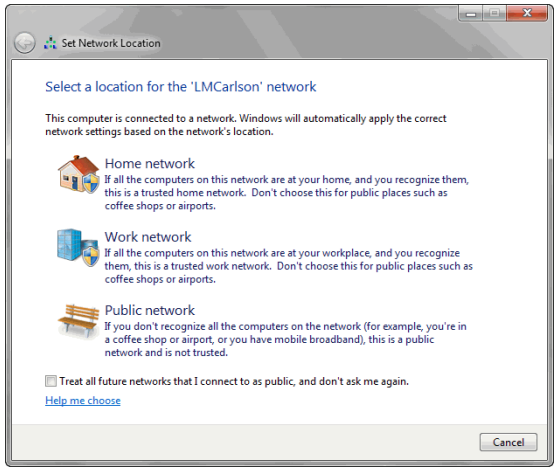
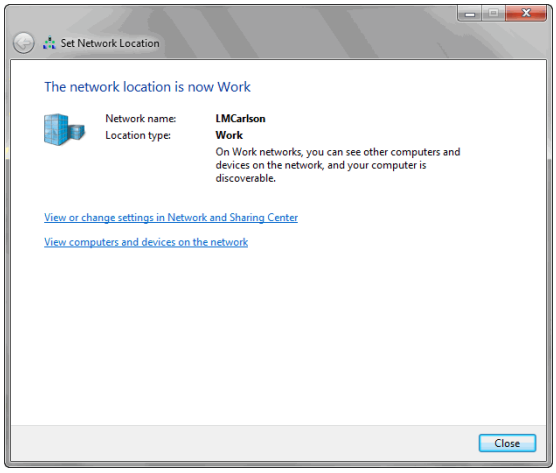
7. The “Set Network Location” dialog box displays.


Set Network Location
Select a location for the 'LMCarlson' network
This computer is connected to a network. Windows will automatically apply the correct network settings based on the network's location.
Home network
If all the computers on this network are at your home, and you recognize them, this is a trusted home network. Don't choose this for public places such as coffee shops or airports.
Work network
If all the computers on this network are at your workplace, and you recognize them, this is a trusted work network. Don't choose this for public places such as coffee shops or airports.
Public network
If you don't recognize all the computers on the network (for example, you're in a coffee shop or airport, or you have mobile broadband), this is a public network and is not trusted.
Treat all future networks that I connect to as public, and don't ask me again.
Help me choose
Cancel

Windows 7 requires that you choose a network location to set the appropriate firewall settings. Click on your selection. For more information about choosing a location, click **Help me choose**.

8. A “Set Network Location” screen displays indicating your selection.


Set Network Location
The network location is now Work
Network name: LMCarlson
Location type: Work
On Work networks, you can see other computers and devices on the network, and your computer is discoverable.
View or change settings in Network and Sharing Center
View computers and devices on the network
Close

Click **Close** and continue with *Establish CaseViewNet Connection* on page 25.

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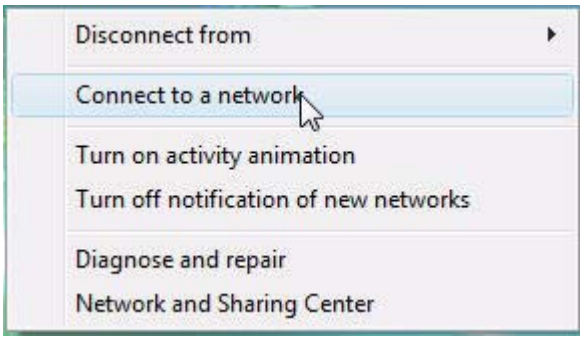
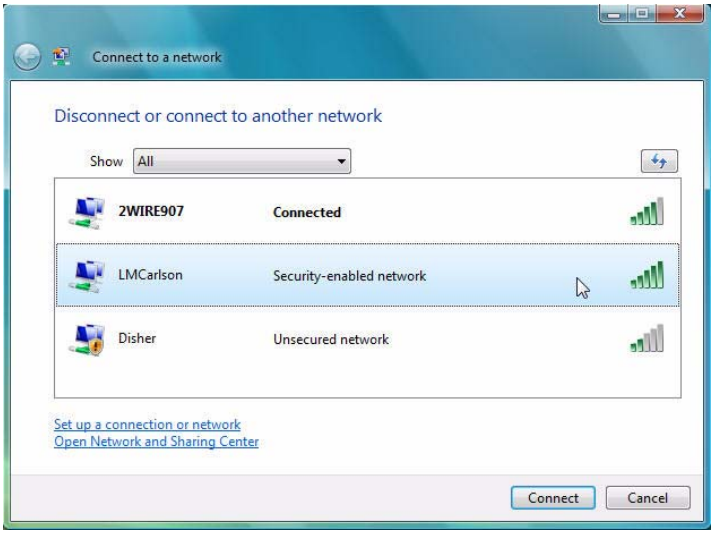
## *Windows Vista*

1. Right click the Wireless icon in the SysTray in the bottom right corner of your computer screen.

2. From the Wireless icon menu, click **Connect to a network**.




3. The “Connect to a network” dialog box displays. Click on your wireless network name and then click **Connect**.




The User Account Control dialog box may display, prompting you for permission. Click **Continue**.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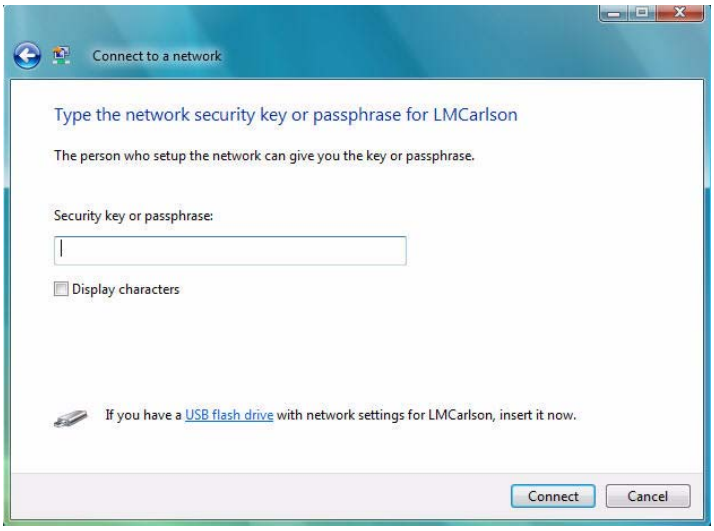
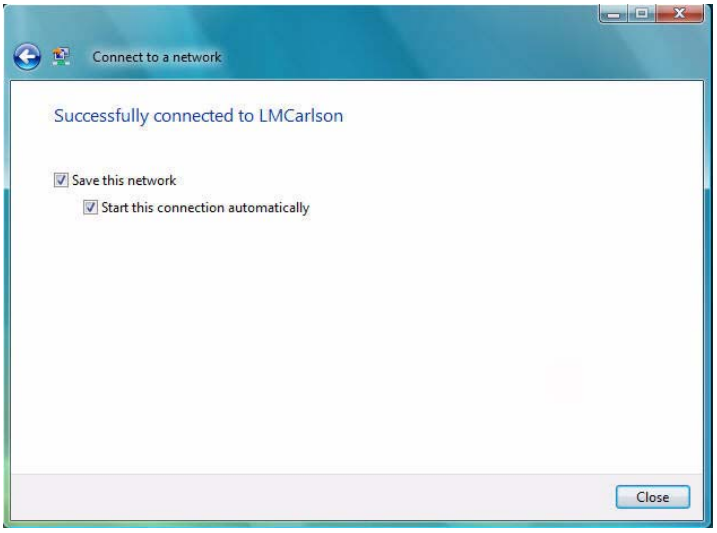
4. The network security screen displays if you selected to use a security mode. If you did not select a security mode, this screen does not display. Continue to the next step.


Connect to a network
Type the network security key or passphrase for LMCarlson
The person who setup the network can give you the key or passphrase.
Security key or passphrase:
Display characters
If you have a USB flash drive with network settings for LMCarlson, insert it now.
Connect
Cancel

In the *Security key or passphrase* field, type the passphrase you entered during router configuration and click **Connect**.

5. The "Successful connected to" screen displays.




The following fields are checked by default:

- *Save this network* - When checked, Windows remembers the network name and passphrase. The next time it is necessary to manually connect to your network, you only need to highlight the network name and click Connect in the Connect to a network dialog box.
- *Start this connection automatically* - Windows automatically connects to the network, if this is the last network used or no other network is available.

6. Click **Close**.

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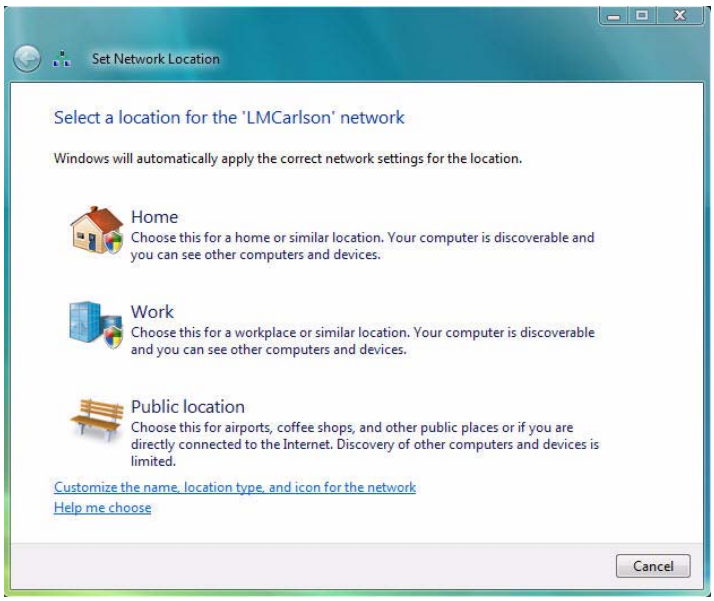
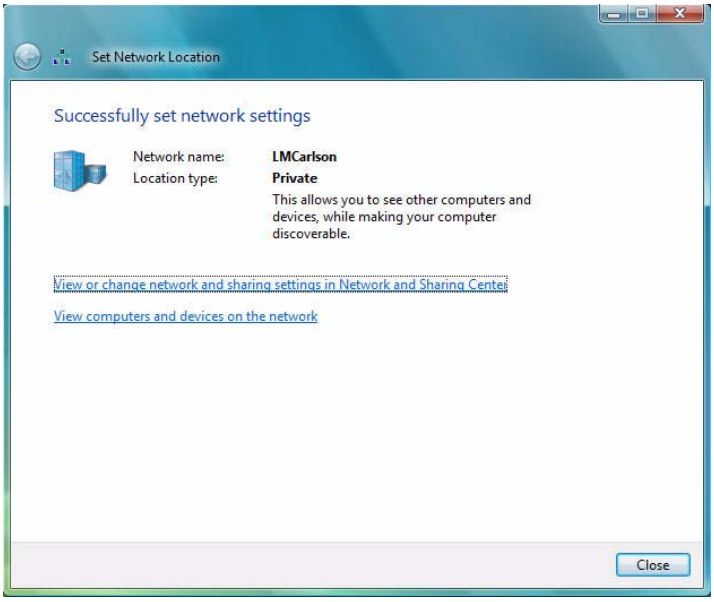
7. Windows Vista displays the “Set Network Location” dialog box the first time you connect to a network.


Set Network Location
Select a location for the 'LMCarlson' network
Windows will automatically apply the correct network settings for the location.
Home
Choose this for a home or similar location. Your computer is discoverable and you can see other computers and devices.
Work
Choose this for a workplace or similar location. Your computer is discoverable and you can see other computers and devices.
Public location
Choose this for airports, coffee shops, and other public places or if you are directly connected to the Internet. Discovery of other computers and devices is limited.
Customize the name, location type, and icon for the network
Help me choose
Cancel

Windows requires that you choose a network location to set the appropriate firewall settings. Click on your selection. For more information about choosing a location, click **Help me choose**.

8. The “Successfully set network settings” screen displays.


Set Network Location
Successfully set network settings
Network name: LMCarlson
Location type: Private
This allows you to see other computers and devices, while making your computer discoverable.
View or change network and sharing settings in Network and Sharing Center
View computers and devices on the network
Close

9. Click **Close**.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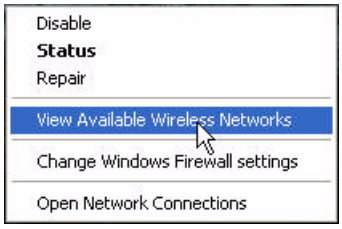
## *Windows XP*

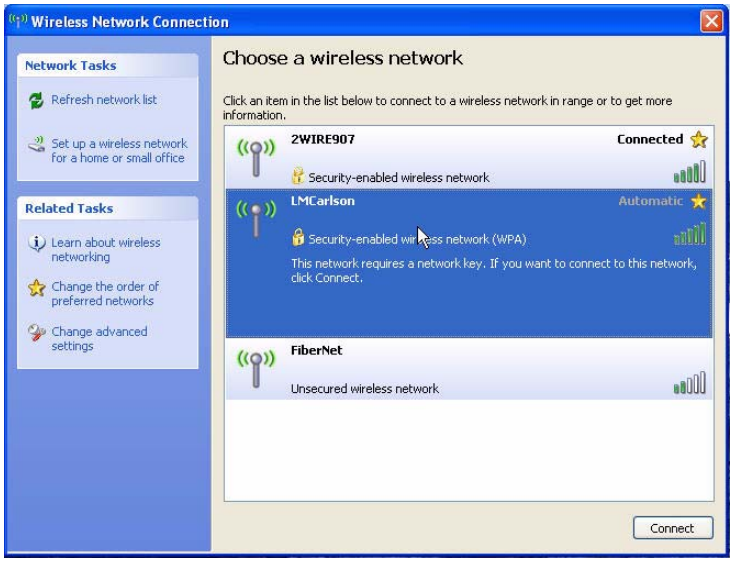
1. Right click the Wireless icon in the SysTray in the bottom right corner of your computer screen.

2. From the Wireless icon menu, click **View Available Wireless Networks**.



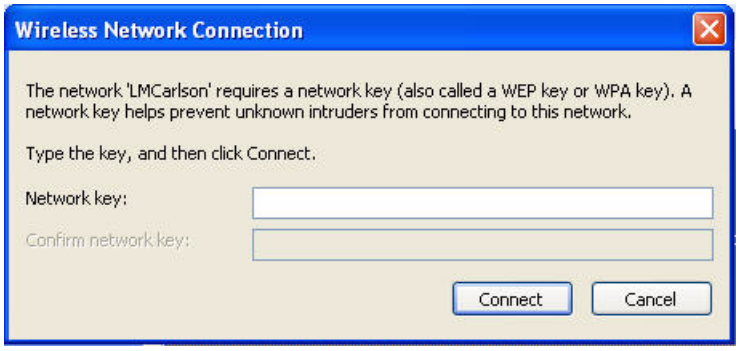

A switch or access to your computer vendor's application may be required. If Windows does not manage the wireless networking on your computer, a message displays. For additional information, refer to the user guide for your computer or contact the computer manufacturer.

3. The Wireless Network Connection dialog box displays. Click on your wireless network name and then click **Connect**.


Wireless Network Connection
Network Tasks
Refresh network list
Set up a wireless network for a home or small office
Related Tasks
Learn about wireless networking
Change the order of preferred networks
Change advanced settings
Choose a wireless network
Click an item in the list below to connect to a wireless network in range or to get more information.
2WIRE907
Connected
Security-enabled wireless network
LMCarlson
Automatic
Security-enabled wireless network (WPA)
This network requires a network key. If you want to connect to this network, click Connect.
FiberNet
Unsecured wireless network
Connect

4. The security network key screen displays if a passphrase is required to access the wireless network. A passphrase, if selected to use, is set during router configuration.

   If no passphrase is required, this screen does not display. Continue to the next step.

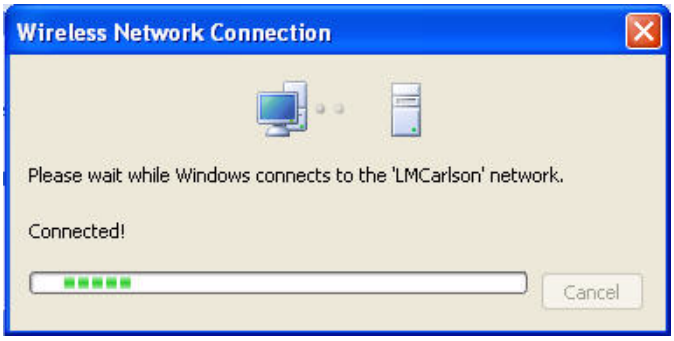

Wireless Network Connection
The network 'LMCarlson' requires a network key (also called a WEP key or WPA key). A network key helps prevent unknown intruders from connecting to this network.
Type the key, and then click Connect.
Network key:
Confirm network key:
Connect
Cancel

   In the *Network key* and *Confirm Network key* fields, type the passphrase, if necessary, entered during router configuration and click **Connect**. Windows remembers your entries. The next time it is necessary to reconnect to your network, you will only need to click Connect.

5. Windows displays a connection status screen while establishing connection to the selected network.

Wireless Network Connection
Please wait while Windows connects to the 'LMCarlson' network.
Waiting for the network...
Cancel

6. Once connection is made, Windows displays a successful connection message and in a few moments closes the status screen.




7. Close the Wireless Network Connection dialog box.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# Optimize Your WiFi Connection

A WiFi card continually looks for the strongest signal with the purpose of connecting to the Internet. When it finds a stronger signal, the WiFi card "jumps" to the stronger connection without checking that the current connection is in use. This can result in the loss of a CaseViewNet connection. To help prevent the WiFi card from "jumping" to another network, change the following wireless settings on your Case CATalyst network computer. You may want to make similar changes on each CaseViewNet client computer that connects to your Case CATalyst network.

1. Be sure your configured router is plugged in and On before proceeding. The router is on when the I/O indicator light on the back displays a steady green.
2. Turn on your Case CATalyst computer and wait until it is fully booted.
3. Verify the wireless capability on your computer is enabled.
4. From the Start Menu, select Control Panel.
5. Depending on your Windows operating system, double click **Networks** or **Networks and Sharing Center**.
6. Select **Manage wireless networks**. The dialog box for managing wireless connections displays.
7. Double click your network name. This is the network name identified during the router configuration that you use to send realtime data to your CaseViewNet clients. Your clients also use this name to establish a wireless connection with your network.
8. Do one of the following:
   - The Wireless Network properties dialog box for your network name displays.
   - Click the Wireless Properties button.
9. Check the option, *Connect automatically when this network is in range*.
10. Click **OK** to save your changes.
11. Identify any other stored wireless profiles, if any, that may be in range of your wireless connection. Double click the network name and verify the option, *Connect automatically when this network is in range*, is not checked.
12. Close any open manage wireless network dialog boxes when finished.

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# *Establish CaseViewNet Connection*

Chapter 4, *Establish CaseViewNet Connection*, provides instructions on how to start WiFi wireless realtime communication between Case CATalyst V8.20 or higher and the CaseViewNet client computer. In order to establish WiFi CaseViewNet communication, you must have first configured the Linksys E1200 router. See *WiFi Wireless Router Configuration* on page 7 for more information on router configuration, establishing a network name and setting a passphrase.

### *Client Without Wireless Capability*

In a situation where a client does not have built in WiFi capability, you can:

- connect an Ethernet cable between one of the four available Ethernet ports on the Linksys E1200 router and the client's computer network port or NIC card. Connect up to four Ethernet cables to four computers and continue with the setup instruction.
- connect a serial cable between the Case CATalyst computer and the CaseViewNet client computer. Certain CaseViewNet features are not available. See the *CaseViewNet Help* for additional information about serial connection, including setup.

### *Computer Settings for Anti-Virus and Firewall Programs*

Most anti-virus software installed on computers contain a firewall. A firewall is a system that secures the wireless network, shielding it from access by unauthorized users. It can also restrict data from flowing in and out of the network. Software firewalls can restrict the data flow from the Case CATalyst network computer and the CaseViewNet client computers. Often, changing a setting in the software firewall can eliminate the restriction.

Stenograph has tested several anti-virus software packages and provides recommended settings for the Case CATalyst and CaseViewNet computers to help ensure unrestricted data flow. The latest CaseViewNet anti-virus information can be found on the Stenograph web-site, www.stenograph.com. Click **Support/Help Desk**. In the *Keyword* field type, **caseviewnet virus protection**. To apply any of the recommended actions, consult your anti-virus software documentation or vendor.

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# Case CATalyst Setup for CaseViewNet

1. Plug in your configured router. Verify the router is On before proceeding. The router is on when the I/O indicator on the back displays a steady green.
2. Turn on your Case CATalyst computer and wait until it is fully booted.
3. Verify the wireless capability on your computer is enabled.
4. Connect to the wireless network you are using with CaseViewNet. This is the network identified during the router configuration. If you chose a security mode and assigned a passphrase during router configuration, it is necessary to type the passphrase the first time you connect to your wireless network. After your first connection, Windows automatically connects to your wireless network if it was the last network connected to on this computer, the wireless network is set as default or if it is the only available network in range.

   To manually connect to the network, do one of the following.

   - *Windows 7* - Click the wireless icon in the Sys Tray and select your wireless network. Click **Connect**. Type the passphrase if prompted.
   - *Windows Vista* - Right click the wireless icon in the SysTray and **Connect to a network** from the menu. Select your wireless network, type the passphrase if prompted and click **Connect**.
   - *Windows XP* - Right click the wireless icon in the SysTray and select **View Available Wireless Networks** from the menu. Select your wireless network, type the passphrase if prompted and click **Connect**.

   A switch or access to your computer vendor's WiFi application may be required. If Windows does not manage the wireless networking on your computer, a message displays. For additional information, refer to the user guide for your computer or contact the computer manufacturer.
5. Start Case CATalyst version 8.20 or higher.
6. Select **Function/Translate & Edit**. The Translate dialog box displays.
7. In the *Output To* field, select **CaseView**.
8. Click **Options**. The Translate Options dialog box displays.
9. Select the **Output to CaseView** tab.
10. In the *Output over comm port* field, verify the box is **unchecked**.

    If you are sending to both CaseViewNet and a serial compatible software, such as CaseView II, check this box and make necessary CaseView II Options entries. See the *Case CATalyst Help* for additional information about CaseView II.


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11. Click the **Passwords** button to display the “CaseView Passwords” dialog box where you can verify and modify passwords. Passwords allow communication between CaseViewNet and Case CATalyst and determine the rights of your CaseViewNet clients to save the file. The CaseViewNet client is prompted for a password when connecting to the Case CATalyst server.

12. Make entries in the fields as necessary. You can size the dialog box to make all the column headings visible by clicking and dragging a corner of the dialog box. When finished, select **OK**.

    If you are outputting to CaseView II and you selected the Password Protection option, Case CATalyst generates the CaseView II password when you begin the realtime session. You can view the password in Edit after realtime has begun by selecting **View/CaseView Options/CaseView Passwords**. This is a Case CATalyst generated password that cannot be modified.

    ***Allow Save***

    Create a password configuration to allow the client to save the CaseViewNet file using the password indicated in the *Password* field. A checkmark indicates the *Allow Save* feature is active.

    ***Connections***

    Select one of the following:

    - *Only one* - the first CaseViewNet client to connect to your Case CATalyst server using the password in the *Password* field is the only one allowed to use the password. You may want to use this setting when sending realtime to your judge.
    - *Multiple* - allow multiple CaseViewNet clients to connect to your Case CATalyst server using the same password in the *Password* field.

    ***Expiration***

    Set a password expiration date. Click in the field and select one of the following:

    - *Today* - the password expires at midnight tonight.
    - *Never Expires* - the password can be continually used without expiring.
    - *Specific Date* - select a specific date on the calendar for the password expiration date. The password expires at midnight of the selected day. For example, if you are in a five-day trial, CaseViewNet clients can use the same password throughout the five days of trial.

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***Password***

Click the **Passwords** button to specify the password required for clients to connect to your Case CATalyst server and receive the realtime feed through CaseViewNet. The CaseViewNet client is prompted for a password when connecting to the Case CATalyst server. The password you give the CaseViewNet client determines whether or not they can save the realtime file.

You can use the current password, generate a new password in the *I Want To* field or type a new password. Passwords must be 4 - 64 characters. You can create separate passwords for clients allowed only to view the realtime file and for clients allowed to view and save the realtime file.

***I Want To***

- *Clone* - make a copy of the password and associated information. A new line displays at the bottom of the list. Use this feature to create separate “Save” passwords for each client.
- *Delete* - deletes the current password and associated information. You can also highlight the password you want to delete and click the **Delete Password** button at the top of the dialog box.
- *Set Expired* - set the password to inactive. The message “Expired” displays in the *Expiration* field. This prevents clients from receiving the realtime file with the password. To reactivate the password, select an option in the *Expiration* field.
- *Generate Password* - generate a new password. If a password already exists, Case CATalyst displays a confirmation message. Select **Yes** to change the password.

  You can also click the **New Password** button at the top of the dialog box. Case CATalyst generates a new password with default settings.

13. On the Output to CaseView tab, make entries in the following fields as necessary.

    - *Server Comments* - type any information you want to display to your clients when they check the Connection Information on the CaseViewNet Realtime menu.
    - *Notify when user connects* - check this box to have Case CATalyst display a brief notification message in the lower right corner of your computer screen during realtime when a client connects to your Case CATalyst server.
    - *Notify when user disconnects* - check this box to have Case CATalyst display a brief notification message in the lower right corner of your computer screen during realtime when a client disconnects from your Case CATalyst server.
    - *Notify when user’s rights change* - check this box to have Case CATalyst display a brief notification message in the lower right corner of your computer screen during realtime when password permissions change for a client connected to your Case CATalyst server.
14. Press **Alt + a** (**Apply**) and then select **OK**. The Translate dialog box displays.
15. Type or select a File name. Setup or select any other options normally used for your realtime writing.
16. Press **Enter** (**OK**). If you selected an existing filename, Case CATalyst prompts you to Append or Overwrite. Write a steno outline or two to establish the writer connection.


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# CaseViewNet Client Connection

Your Case CATalyst computer must first be **signed onto your network** and **a realtime session** started to allow the CaseViewNet client to establish a CaseViewNet connection to your Case CATalyst server.

1. Provide the CaseViewNet program to your client. The CaseViewNet program can be easily downloaded from the Stenograph website and run on the client's hard drive, a flash drive, (i.e. thumb or jump drive) or other external device. See *CaseViewNet Installation* on page 41.

2. Provide the client with your wireless network name and passphrase, if applicable; and have them connect to your WiFi wireless network. Your wireless network name and passphrase are the same name and passphrase created during router configuration.

   To connect to your wireless network for the first time, right click the appropriate wireless icon in the SysTray and select **View Available Wireless Networks** (Windows XP) or **Connect to a network** (Windows Vista) from the menu. Select the network, enter the passphrase, if necessary, and click **Connect**. See *Connect to Your Wireless Network* on page 15 for additional information about connecting to your network.

   In a situation where a client does not have built in WiFi capability, you can:

   - connect an Ethernet cable between one of the four available Ethernet ports on the Linksys E1200 router and the client's computer network port or NIC card. Connect up to four Ethernet cables to four computers and continue with the setup instruction.
   - connect a serial cable between the Case CATalyst computer and the CaseViewNet client computer. Certain CaseViewNet features are not available. See the CaseViewNet Help for additional information about serial connection, including setup.

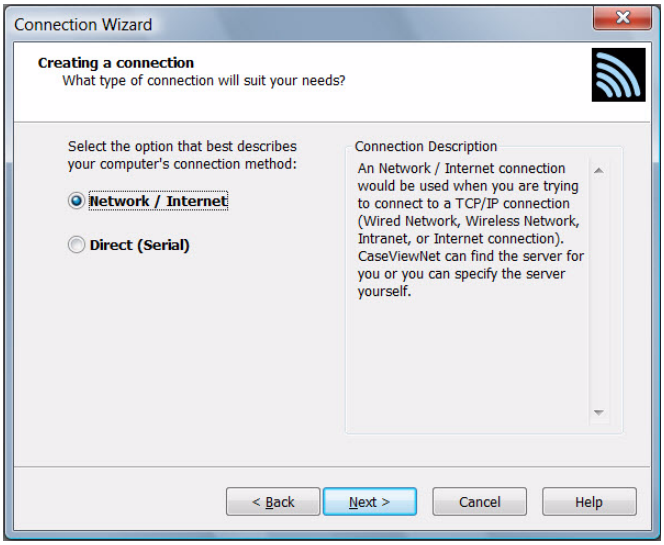
3. Start **CaseViewNet**.

4. In CaseViewNet, click the **Connect**

icon. The Connection Wizard welcome screen displays.

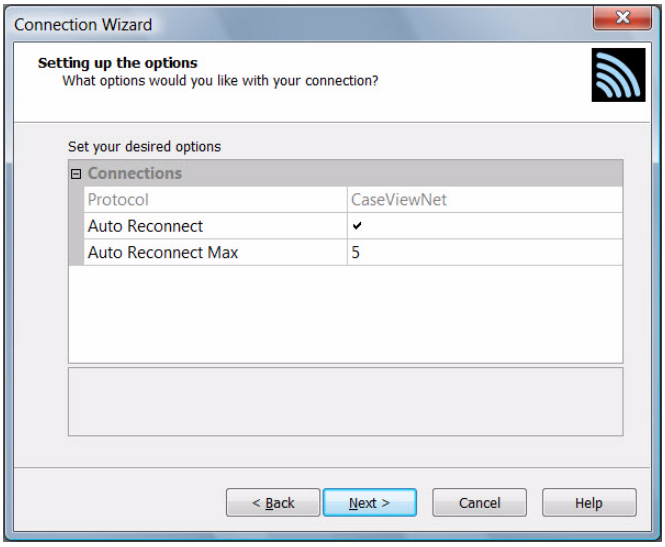
Connection Wizard
Welcome to the Connection Wizard
This wizard will help you create a connection to connect to a CaseViewNet Server.
To continue, click Next.
< Back
Next >
Cancel
Help

5. Click **Next**. The Creating a connection screen displays.


Connection Wizard
Creating a connection
What type of connection will suit your needs?
Select the option that best describes your computer's connection method:
Network / Internet
Direct (Serial)
Connection Description
An Network / Internet connection would be used when you are trying to connect to a TCP/IP connection (Wired Network, Wireless Network, Intranet, or Internet connection). CaseViewNet can find the server for you or you can specify the server yourself.
< Back
Next >
Cancel
Help

Verify that the default option, **Network/Internet**, is selected. For Direct (Serial) connection, see the CaseViewNet Help for details about setup.

6. Click **Next**. The Setting up the options screen displays.





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Make the following entries:

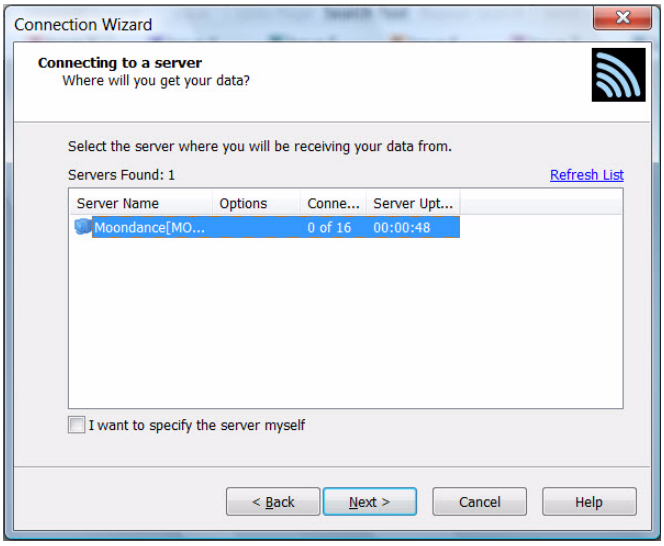
***Auto Reconnect***

Check this box for CaseViewNet to automatically attempt to re-establish a connection to the Case CATalyst server if the connection is lost. This is the default. The number of attempts is determined by the entry in the *Auto Reconnect Max* field. Uncheck this box to always establish connection manually.

***Auto Reconnect Max***

When *Auto Reconnect* is active, CaseViewNet attempts to connect to the Case CATalyst server for the specified number of attempts. Depending on your CaseViewNet version, the default is 5 or 15. If no connection establishes after the designated number of attempts, CaseViewNet prompts you to continue connection attempts or to stop.

7. Click **Next**. The Connecting to a server screen displays.




All available Case CATalyst servers display. Select the Windows computer name of your Case CATalyst computer which shows as a server. In most situations, your Case CATalyst computer will be the only server listed. Although the option to specify the server manually is available, Stenograph recommends you and your client do not select this option.

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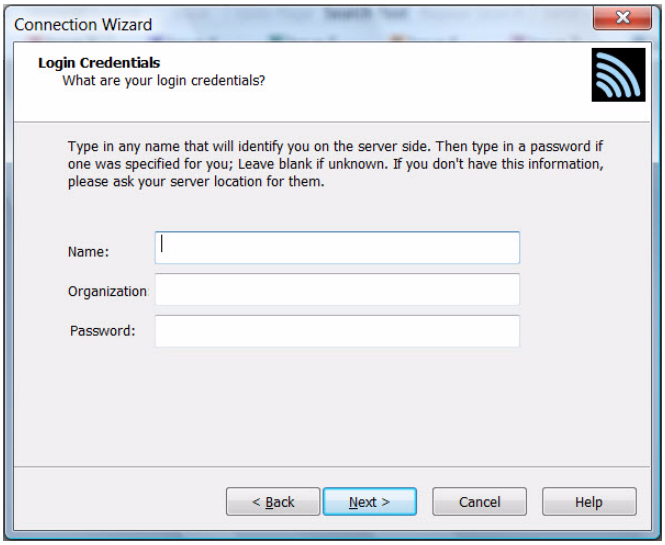
8. Click **Next**. The Login Credentials screen displays.


Connection Wizard
Login Credentials
What are your login credentials?
Type in any name that will identify you on the server side. Then type in a password if one was specified for you; Leave blank if unknown. If you don't have this information, please ask your server location for them.
Name:
Organization:
Password:
< Back
Next >
Cancel
Help

Make entries in the fields as necessary:

***Name***

Type a name in the field to function as a client identifier. Case CATalyst uses this name when displaying connection notification during realtime, if notification options are active. Depending on your selected options, notification messages display briefly in the lower right corner of the Case CATalyst screen when a client connects, disconnects and changes user rights.

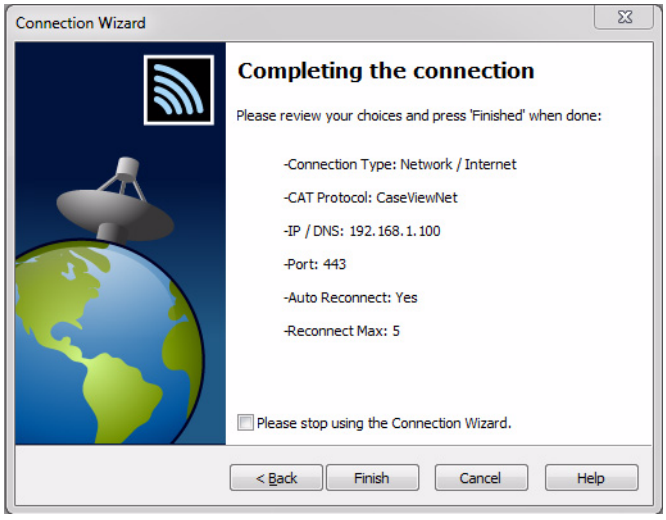
***Organization***

Type a name in the field that identifies the client organization. This is an optional field. Case CATalyst includes this entry in addition to the *Name* entry when displaying notification messages.

***Password***

Type the assigned password. CaseViewNet passwords are located on the Case CATalyst Translate Options, Output to CaseView tab. Once the realtime session begins, you can access your passwords from Edit. From the View menu, select **CaseView Options/CaseView Passwords**.

9. Click **Next**. The Completing the connection screen displays.





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10. Click **Finish**. The CaseViewNet Connection Status displays briefly as CaseViewNet establishes an active connection.

11. CaseViewNet, by default, is set to the Follow Realtime mode. The realtime text automatically begins scrolling in CaseViewNet when an active connection is made. If the realtime text no longer scrolls automatically, click the **Follow Realtime** icon. Refer to the CaseViewNet Help for detailed information on using CaseViewNet.

12. When proceedings are complete, click **Realtime/Disconnect**. By default, if you close CaseViewNet during an active Case CATalyst server connection without selecting this option, CaseViewNet prompts you with a confirmation message.

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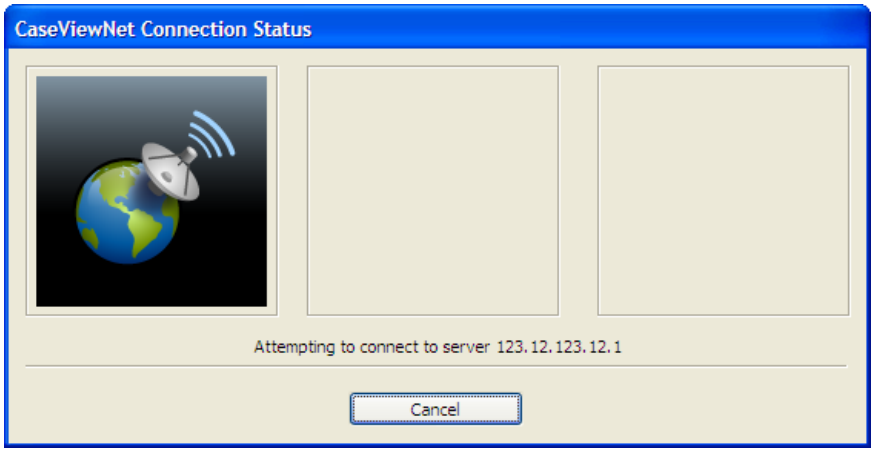
# Troubleshooting

Chapter 5, *Troubleshooting*, suggests possible solutions to some common situations encountered when using a WiFi wireless connection. Most users can remedy the following situations themselves. For additional troubleshooting information, check Stenograph's web site, www.stenograph.com. If a problem persists, call Stenograph Technical Support at **800.323.4247** or **630.532.5100**.

## Connection Issues

### *CaseViewNet Computer Attempts Connection*

The CaseViewNet computer attempts to establish a connection with the Case CATalyst server but never displays the Find Server dialog box after a reasonable period of time. The following dialog box displays as CaseViewNet attempts connection.




Do the following:

1. Be sure there is an active realtime session on your Case CATalyst computer. A realtime file must be started and at least one steno stroke written to establish a realtime connection in Case CATalyst.

2. Verify in Case CATalyst that **CaseView** was selected in the *Output To* field when beginning translation. It may be necessary to stop the realtime translation and restart realtime to ensure **CaseView** is selected in the *Output To* field.

3. Confirm that the CaseViewNet computer is connected to your wireless network. The CaseViewNet computer must first be connected to your wireless network before CaseViewNet can establish a connection to your Case CATalyst server.

   If the CaseViewNet computer is using a cellular modem for Internet access, have the client remove the cellular modem, reboot their computer, establish connection with the reporter's wireless network and Case CATalyst server and then plug the card into their computer.

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4. Anti-virus and firewall programs can block the CaseViewNet output. The latest CaseViewNet anti-virus information can be found on the Stenograph web-site, www.stenograph.com. Click **Support/Help Desk**. In the *Keyword* field type, **caseviewnet virus protection**. To apply any of the recommended actions, consult your anti-virus software documentation or vendor.

5. Some programs running in the background, such as Skype and Pando, are known to interfere with the data output for CaseViewNet. On the Case CATalyst computer, exit these programs and then restart realtime. At this time, Skype is the only known program that can run in the background after you begin the realtime session.

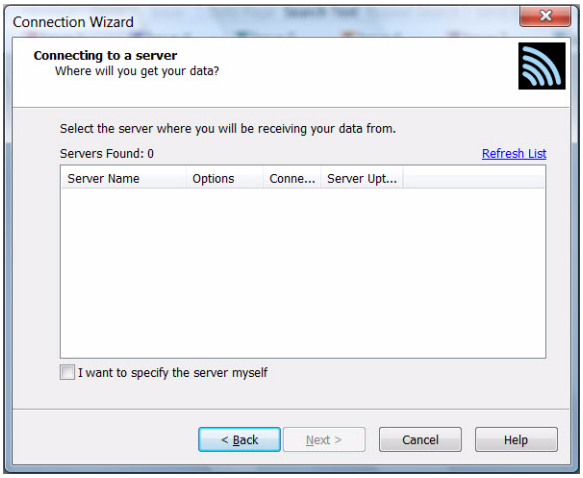
6. In the CaseViewNet Connection Status dialog box of the CaseViewNet client computer, click **Cancel**. Open System Options. Under Connection Settings, select **Yes** in the *Use Connection Wizard* field. Close the System Options dialog box and try connecting.

7. If CaseViewNet continues to be unable to establish a connection to the Case CATalyst server, be sure that the CaseViewNet activation certificate is installed on the computer running Case CATalyst and that it is current. CaseViewNet activation is valid for one year. Without current CaseViewNet activation, no CaseViewNet connection is possible and the Case CATalyst server is not available.

8. If the Case CATalyst server displays but CaseViewNet cannot establish a connection, verify the client is using the correct password on their CaseViewNet computer.

### *CaseViewNet Computer Does Not Display Case CATalyst Server*

The CaseViewNet computer cannot find the Case CATalyst server name after a reasonable period of time.




Do the following:

1. On the CaseViewNet computer, click **Refresh List** in the Find Server dialog box. If the server displays, click **Connect** to establish the connection.

2. Be sure there is an active realtime session on your Case CATalyst computer. A realtime file must be started and at least one steno stroke written to establish a realtime connection in Case CATalyst.

3. In Case CATalyst, be sure that **CaseView** was selected in the *Output To* field when beginning translation. It may be necessary to stop the realtime translation and restart realtime to ensure **CaseView** is selected in the *Output To* field.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4. Confirm that the CaseViewNet computer is connected to your wireless network. The CaseViewNet computer must first be connected to your wireless network before CaseViewNet can establish a connection to your Case CATalyst server.

5. Be sure that the CaseViewNet activation certificate is installed on the computer running Case CATalyst and that it is current. CaseViewNet activation is valid for one year. Without current CaseViewNet activation, no CaseViewNet connection is possible and the Case CATalyst server is not available.

### *Password Does Not Allow CaseViewNet Client to Connect*

The CaseViewNet client has a wireless connection to your wireless network but cannot establish a connection to your Case CATalyst server. Confirm that the client is typing the correct password accurately to permit CaseViewNet to connect to your Case CATalyst server:

1. In the Case CATalyst realtime file, click **View**, **CaseView Options** and then click **CaseView Passwords**.

2. Verify that the password the client is using is not expired or a “one time” password that someone has already used.

3. Verify the client has typed the password correctly. Passwords are case and space sensitive. The password must be typed using exactly the same spacing and case for each letter as it occurs in the Case CATalyst CaseView Password dialog box.

### *Change Network Name and Passphrase*

To change the network name or passphrase, it is necessary to reset the router. See *Router Reset* on page 37.

### *Router is Not Available*

If you do not see the wireless network you established with the router, you may need to reset the router. See *Router Reset* on page 37.

### *Router Reset*

To reset the router:

1. While the router is plugged in, use a paper clip to hold the red reset button on the bottom of the router for approximately 10-15 seconds.

2. Unplug the router and plug it back into the outlet or power strip. The router resets.

3. Repeat the router setup instructions. See *Configure the Router* on page 8.

### *Client Computer WiFi Disconnects While Receiving Realtime*

The CaseViewNet computer suddenly disconnects while receiving the realtime data. The computer may be able to reconnect to the reporter’s Case CATalyst network and establish a realtime connection but after some time disconnects again. See *Optimize Your WiFi Connection* on page 23.

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### *CaseViewNet Computer with Cellular Modem Cannot Connect to Case CATalyst Network*

When a CaseViewNet computer uses a cellular modem for Internet access it is possible that the computer cannot determine if it should communicate with the cellular modem or the router used for the realtime reporter's wireless network. To ensure communication to the reporter's wireless network do the following:

1. Remove the cellular modem card from the CaseViewNet computer and reboot the computer. This releases the IP address which will allow the CaseViewNet computer to connect to the reporter's wireless network.
2. Establish a WiFi connection to the realtime reporter's wireless network used for CaseViewNet.
3. Establish a CaseViewNet connection to the Case CATalyst server.
4. Plug the cellular modem card into the CaseViewNet computer.

### *CaseViewNet Server Startup Error*

If you have Case CATalyst version 9.x or higher, this message may display when starting realtime and outputting to CaseViewNet. This message indicates which program is currently using the same port Case CATalyst uses to output to CaseViewNet.

At this time, two programs, Skype and Pando are known to interfere with the CaseViewNet output. It is possible there are other programs that block the CaseViewNet data output. Skype is currently the only known program you can use while running CaseViewNet by starting the program after beginning realtime.

Do the following:

1. Close the indicated program.
2. Restart realtime.


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# *Technical Support*

Review CaseViewNet troubleshooting topics on the Stenograph web site, www.stenograph.com, for other possible solutions to your problem. On the Stenograph web site, www.stenograph.com, click **Support**, **Help Desk**.

If you encounter a problem you cannot solve, a CaseViewNet Technical Support Specialist is available to help you. To assist the Specialist, know your customer number and be prepared to describe your question or problem in detail. Contact CaseViewNet Technical Support at:

**1.800.323.4247 or 1.630.532.5100, touch 2, then 5**

**8:00 a.m. to 6:00 p.m. (CT) Monday through Friday,**

**Excluding Stenograph Holidays**

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# CaseViewNet Installation

Appendix A, *CaseViewNet Installation* provides detailed steps on downloading and installing the CaseViewNet program and the security measures employed for the CaseViewNet data flow. CaseViewNet is downloaded from the Stenograph website and installed to a hard drive, flash drive, such as a thumb or jump drive, or another external device. You must have an active Internet connection to download the file.

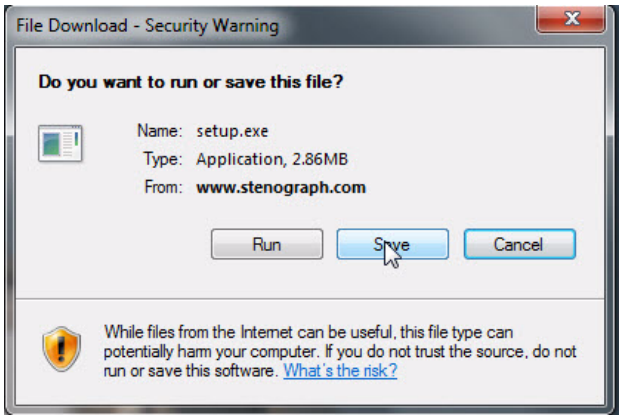
You can download and install CaseViewNet on either or both the computer hard drive and a flash drive. Downloading CaseViewNet to a flash drive allows you to install CaseViewNet to a client computer from the flash drive in lieu of downloading from the Stenograph website. Installing CaseViewNet on a flash drive, provides access to run CaseViewNet directly from the flash drive in situations where installing to the client's computer hard drive is not possible.

## Download CaseViewNet

You must have an active Internet connection to download the CaseViewNet program. After downloading the program, you can choose where to install it.

To download CaseViewNet:

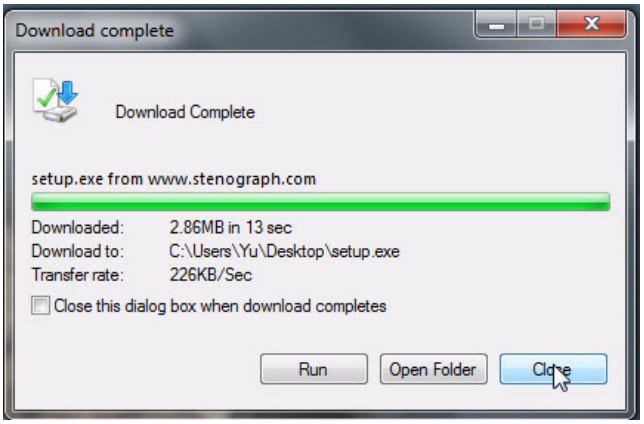
1. Connect to the Stenograph website at **www.stenograph.com**.
2. Select **Software/CaseViewNet**.
3. On the *CaseViewNet* page under *Legal Professionals*, click the link, **CaseViewNet client: More info and download**.
4. On the *CaseViewNet: For legal professionals* page, click **Download now!** A Security Warning dialog box displays.


File Download - Security Warning
Do you want to run or save this file?
Name: setup.exe
Type: Application, 2.86MB
From: www.stenograph.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

5. Click **Save**. The Save As dialog box displays. Depending on your Windows operating system, the Save as dialog box may have a different appearance.

Save the setup.exe file to your Desktop or to a flash drive. Use **Browse Folders** to navigate to the Desktop folder or the flash drive location.

6. Click **Save**. A dialog box displays indicating the download status. When the download is finished, the "Download Complete" dialog box displays.




7. Click **Close**.



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# CaseViewNet Installation

Once the CaseViewNet setup.exe is downloaded to your computer you can install it to the computer hard drive, a flash drive (i.e. thumb or jump) or another external device. See *Download CaseViewNet* on page 41 for CaseViewNet download and installation instruction.

Install onto any removable drives before installing onto your hard drive. You can repeat the installation process as necessary for multiple drives. If you are installing CaseViewNet to a flash or thumb drive, insert the device into an available USB port before beginning the installation.

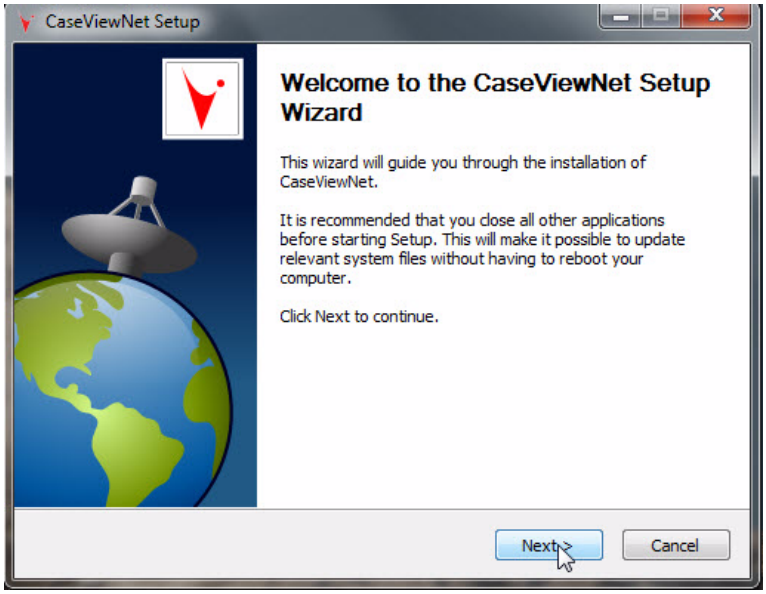
### *Windows 7 & Vista*

When installing CaseViewNet, the User Account Control message box displays. The User Account Control (UAC) is a security feature prompting you for permission to run the displayed program name or service being accessed. To install and use the CaseViewNet software, you must choose **Continue** in the UAC message box. The User Account Control is an important feature of Windows Vista and Stenograph **does not** recommend disabling it.

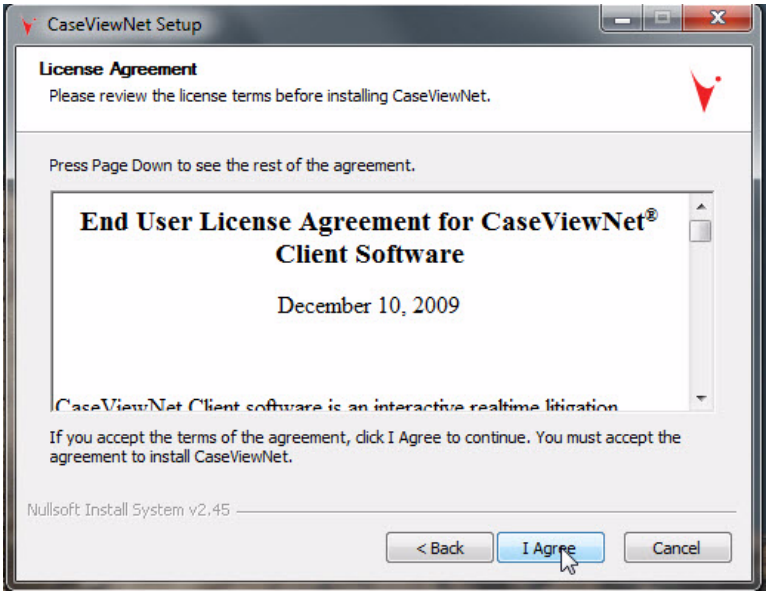
### *Install CaseViewNet Software*

1. On your Desktop, double click the CaseViewNet setup.exe

icon. The CaseViewNet Setup Wizard displays.

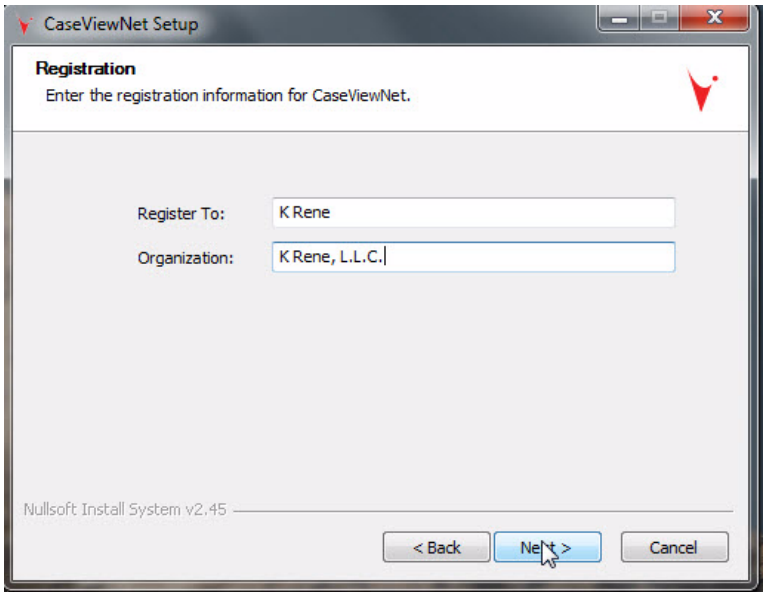

CaseViewNet Setup
Welcome to the CaseViewNet Setup Wizard
This wizard will guide you through the installation of CaseViewNet.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

2. Click **Next**. The License Agreement screen displays.


CaseViewNet Setup
License Agreement
Please review the license terms before installing CaseViewNet.
Press Page Down to see the rest of the agreement.
End User License Agreement for CaseViewNet®
Client Software
December 10, 2009
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install CaseViewNet.
Nullsoft Install System v2.45
< Back
I Agree
Cancel

Read the license information carefully. Scroll down to access the entire agreement. To accept the terms, click **I Agree**.

3. The Registration screen displays. In the *Register To* field, type your name. In the *Organization* field, type your organization name.





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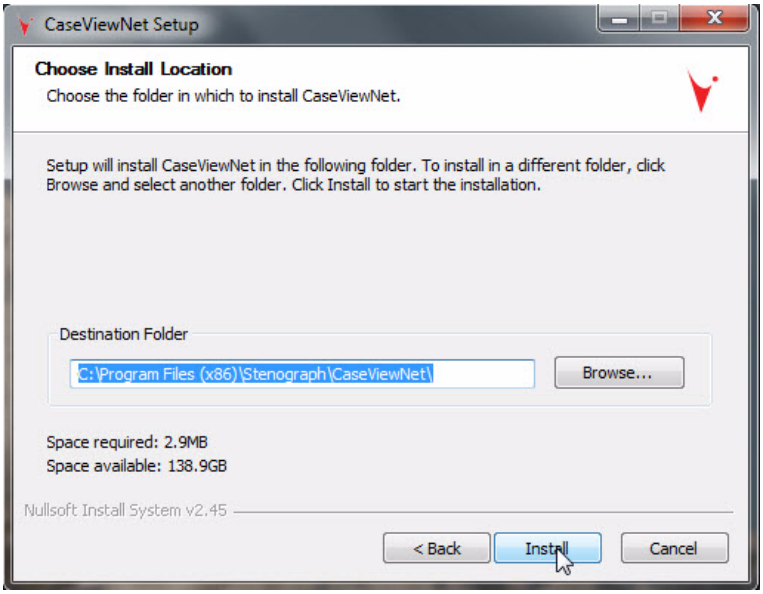
4. Click **Next**. The Choose Install Location screen displays.


CaseViewNet Setup
Choose Install Location
Choose the folder in which to install CaseViewNet.
Setup will install CaseViewNet in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
C:\Program Files (x86)\Stenograph\CaseViewNet\
Browse...
Space required: 2.9MB
Space available: 138.9GB
Nullsoft Install System v2.45
< Back
Install
Cancel

The *Destination Folder* field indicates the installation location for CaseViewNet. By default, CaseViewNet installs to C:\Program Files\Stenograph\CaseViewNet location on your hard drive. Use **Browse** to navigate to a different location.

Install CaseViewNet to any flash or thumb drives before installing to the hard drive of your computer. If you do not install CaseViewNet to your computer hard drive after installing to a removable drive, double-clicking the CaseViewNet shortcut icon on the Desktop opens CaseViewNet on the removable drive. If the removable drive is not attached or the drive letter changes, an error message indicates that the application is not found.

If the flash or thumb drive is not yet attached to the computer, insert it into an available USB port. Wait a few moments until the computer recognizes the removable drive and then click **Browse** to navigate to the device location.

5. Click **Install**. When the installation completes, the Completing the CaseViewNet Setup Wizard screen displays.

6. Click **Finish**.
7. Check the Stenograph website, www.stenograph.com, for CaseViewNet updates. You can also check for updates in CaseViewNet; from the CaseViewNet Help menu, select **Check for Updates**.
8. Repeat the installation steps for any additional flash or thumb drives as necessary and then install CaseViewNet on your computer hard drive. Check for updates after loading each drive.
9. To start CaseViewNet, double-click the CaseViewNet

icon on the Desktop.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# *CaseViewNet Security*

CaseViewNet is one of the most technically advanced interactive litigation programs available today, supporting both wired and wireless connections. It employs multiple security features to secure your data stream as well as your realtime file:

- CaseViewNet communicates with Case CATalyst over any network connection without any file sharing or opening of special ports.
- CaseViewNet clients receive a personal 1024-bit SSL Certificate signed by Stenograph. All data transferred between the Case CATalyst server and CaseViewNet is securely encrypted with AES-256 over the SSL connection established with this certificate. This is some of the strongest encryption available, often used for Internet banking transactions.
- A CaseViewNet password is necessary for any client to access the Case CATalyst realtime feed. Password controlled user rights limit each user's viewing and saving of the realtime file. Passwords are set in Case CATalyst. See *Establish CaseViewNet Connection* on page 25 for more information about setting CaseViewNet passwords.
- Optional WPA protocol secures and passphrase protects your Case CATalyst wireless realtime network. The network security passphrase is established during router setup. To add the optional passphrase security it is necessary to reset the router and repeat the router setup. See *Router Reset* on page 37.

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